

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Chris. How can I help you today? Okay. So my staffing company give you this number, so they can say, uh, when I can, uh, get a call you, I can get the, all the benefits which is, belongs to the card? Okay. The... So are you looking to enroll in the health insurance benefits, ma'am? Yes. Okay. Health insurance and what kind of benefits you provide? Uh, insurance benefits, ma'am. Those are the benefits. Only the health insurance? That's it? Yes. Yes. Okay. Medical, dental, vision, so on and so forth. If you're looking for other kinds of benefits other than that, then you would need to contact your staffing company for further assistance. Okay. So, uh, can you tell me, uh, how is, uh, what's the process for like, uh, for the health insurance? What I need to do? We just need to know what you want to enroll into and we can set that up for you. Um, what staffing company do you work with, ma'am? TRC. TRC? Okay. Mm-hmm. And the last four of your social? 5180. And then your first and last name? Riya Prajapati. Thank you. Can you please verify your address and date of birth? Okay. It's 112 Oldwell Drive, Elon, NC. Okay. And your date of birth? I need that as well. March 27, 1997. Thank you. I have a phone on file of 219-805-5192, is that correct? 21... Sorry, say it again? We have a phone number on file of 219-805-5192. Is that correct? Yeah, that's correct. Yeah, that's correct. Thank you. Now let's see here. I show that it looks like you previously had insurance benefits. Uh, you had the Stay Healthy TeleRx plan along with critical illness, um- Yeah, yeah, yeah, I did. ... for employee only. Mm-hmm. At... So at, so at this time, you're, you can re-, uh, you can reinstate those benefits. Uh, but that, but as of right now, that's all you'd be able to do. Um, TRC is not in open enrollment so you wouldn't be able to add anything else other than that. Oh. So I reinstate only that thing, the, uh, emergency medical, the one I applied before? And I paid every time. And so, so... Yeah, so you'd only, you, at this time, you're only eligible to reinstate into the preventative care and critical illness policies that you previously had. You are currently not eligible to enroll into anything else. Okay. Did you want me to- So how it's covered, like, these two things, which one I applied for, like, I already insured, so how, how it's, um, benefits me? Like, when I go to the hospital, like, any kind of illness and anything, so I get anything back? Uh, so, okay. The, how this works, the plans that you previously had- Mm-hmm. ... um, the sta-, the preventative care plan covers things like physicals, vaccines and cancer screenings, and that's pretty much all it covers, along with some m-, uh, prescription benefit for, like, medications and the like. However, um, any sort of doctor's visits, if you're sick or if you're injured or anything like that- Mm-hmm. ... those are not covered by that medical plan. So only covered, like, physical thing? Ph- yes, yes, physicals, vaccines, cancer screenings, preventative care services. Okay. Hmm. If you need- Actually, I don't think that I need it right now. Okay. Was there anything else I could help you with? No, thank you so much. You're welcome. Thanks for

calling and have a good day. You too. All right, bye now. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Chris. How can I help you today?

Speaker speaker_2: Okay. So my staffing company give you this number, so they can say, uh, when I can, uh, get a call you, I can get the, all the benefits which is, belongs to the card?

Speaker speaker_1: Okay. The... So are you looking to enroll in the health insurance benefits, ma'am?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay.

Speaker speaker_2: Health insurance and what kind of benefits you provide?

Speaker speaker_1: Uh, insurance benefits, ma'am. Those are the benefits.

Speaker speaker_2: Only the health insurance? That's it?

Speaker speaker_1: Yes. Yes.

Speaker speaker_2: Okay.

Speaker speaker_1: Medical, dental, vision, so on and so forth. If you're looking for other kinds of benefits other than that, then you would need to contact your staffing company for further assistance.

Speaker speaker_2: Okay. So, uh, can you tell me, uh, how is, uh, what's the process for like, uh, for the health insurance? What I need to do?

Speaker speaker_1: We just need to know what you want to enroll into and we can set that up for you. Um, what staffing company do you work with, ma'am?

Speaker speaker_2: TRC.

Speaker speaker_1: TRC? Okay.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: 5180.

Speaker speaker_1: And then your first and last name?

Speaker speaker_2: Riya Prajapati.

Speaker speaker_1: Thank you. Can you please verify your address and date of birth?

Speaker speaker_2: Okay. It's 112 Oldwell Drive, Elon, NC.

Speaker speaker_1: Okay. And your date of birth? I need that as well.

Speaker speaker_2: March 27, 1997.

Speaker speaker_1: Thank you. I have a phone on file of 219-805-5192, is that correct?

Speaker speaker_2: 21... Sorry, say it again?

Speaker speaker_1: We have a phone number on file of 219-805-5192. Is that correct?

Speaker speaker_2: Yeah, that's correct. Yeah, that's correct.

Speaker speaker_1: Thank you. Now let's see here. I show that it looks like you previously had insurance benefits. Uh, you had the Stay Healthy TeleRx plan along with critical illness, um-

Speaker speaker_2: Yeah, yeah, yeah, I did.

Speaker speaker_1: ... for employee only.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: At... So at, so at this time, you're, you can re-, uh, you can reinstate those benefits. Uh, but that, but as of right now, that's all you'd be able to do. Um, TRC is not in open enrollment so you wouldn't be able to add anything else other than that.

Speaker speaker_2: Oh. So I reinstate only that thing, the, uh, emergency medical, the one I applied before? And I paid every time.

Speaker speaker_1: And so, so... Yeah, so you'd only, you, at this time, you're only eligible to reinstate into the preventative care and critical illness policies that you previously had. You are currently not eligible to enroll into anything else.

Speaker speaker_2: Okay.

Speaker speaker_1: Did you want me to-

Speaker speaker_2: So how it's covered, like, these two things, which one I applied for, like, I already insured, so how, how it's, um, benefits me? Like, when I go to the hospital, like, any kind of illness and anything, so I get anything back?

Speaker speaker_1: Uh, so, okay. The, how this works, the plans that you previously had-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... um, the sta-, the preventative care plan covers things like physicals, vaccines and cancer screenings, and that's pretty much all it covers, along with some m-, uh, prescription benefit for, like, medications and the like. However, um, any sort of doctor's visits, if you're sick or if you're injured or anything like that-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... those are not covered by that medical plan.

Speaker speaker_2: So only covered, like, physical thing?

Speaker speaker_1: Ph- yes, yes, physicals, vaccines, cancer screenings, preventative care services.

Speaker speaker_2: Okay. Hmm.

Speaker speaker_1: If you need-

Speaker speaker_2: Actually, I don't think that I need it right now.

Speaker speaker_1: Okay. Was there anything else I could help you with?

Speaker speaker_2: No, thank you so much.

Speaker speaker_1: You're welcome. Thanks for calling and have a good day.

Speaker speaker_2: You too.

Speaker speaker_1: All right, bye now.

Speaker speaker_2: Bye.